



*Fasthosts Customer Support*

# Email Software Setup Guide

**Exchange 2019 Mailbox**

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# Exchange 2019 Mailbox Setup Guide

Your Exchange 2019 mailbox uses Microsoft Exchange 2019 technology. The built-in Autodiscover feature automatically detects your settings for you, allowing you to complete the setup within a few minutes.

To take advantage of all the features available in Microsoft Exchange 2019 we recommend that use Outlook 2019 to connect to your Exchange 2019 mailbox.



**Quick tip:** You don't need to download and setup Outlook to access your Exchange mailbox. You can also access your mailbox using Outlook Web App at: <https://exchange2019.livemail.co.uk/owa>

## Download and Install Microsoft Outlook

Microsoft Outlook is a commercial Personal Information Management application. It is widely used for email, calendar, address book, notes, a news feed reader, and more.

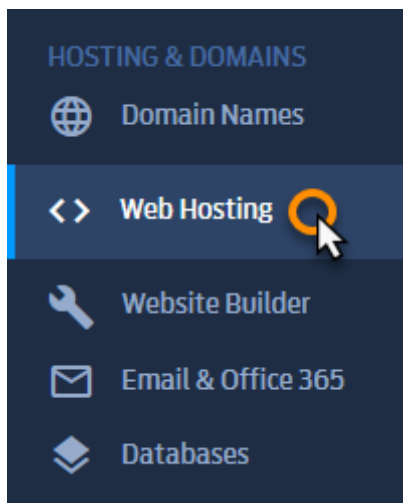
Each 100GB Exchange 2019 mailbox is supplied with a single user licence for Outlook 2019 or Outlook 2016 (PC&Mac), which can be downloaded from your control panel.



**Note:** This licence is available for your Exchange 2019 mailbox only. If you delete your Exchange 2019 mailbox, the licence will no longer be valid.

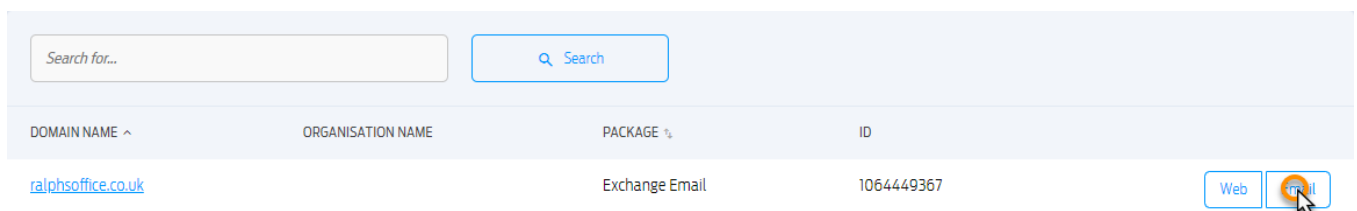
## Step 1

Log in to your control panel and select **Web Hosting**.



## Step 2

A list of your domains and hosting packages will appear. Scroll down the list and click the button marked **Email** next to the domain name containing your Exchange 2019 mailbox.



## Step 3

You will see a list of your mailboxes. Click on your Exchange 2019 Mailbox.

EMAIL ADDRESS ^	MAILBOX ↕	OUTLOOK CLIENT ↕
<input type="checkbox"/> <a href="#">hex2019@fnexamp...uk</a>	100GB Exchange 2019 <a href="#">Change</a>	Unassigned



**Note:** Only the 100GB Exchange 2019 mailboxes will come with a free copy of Outlook 2019 or Outlook 2016. Outlook can be purchased as an additional asset for 50GB Exchange 2019 mailboxes.

## Step 4

On the *Microsoft Outlook* tile click the button for whichever version of Outlook you want to use.



[Download Outlook 2019 \(64-Bit\)](#)

[Download Outlook 2019 \(32-Bit\)](#)

Minimum requirement for running Outlook 2019 is Windows 10.

You can also download

[Outlook 2016 \(64-bit\) For Windows 7](#)

[Outlook 2016 \(32-bit\) For Windows 7](#)

[Outlook 2019 For macOS Sierra \(10.12\)](#)

[Outlook 2016 For Mac 10.10+](#)

# Setup Autodiscover

In order for Autodiscover to complete the setup of your email account, your domain needs to be correctly configured.

If you are using our name servers, then we will have automatically configured your domain. You will be using our nameservers if you have purchased both your domain and hosting package with us, or if you have configured your domain to use **NS1.livedns.co.uk** and **NS2.livedns.co.uk**

If you use the nameservers of another provider, this guide will show you what your records should be.

The autodiscover record that you'll need to use will depend on whether you have any Professional or Exchange 2013 mailboxes on the same domain as your Exchange 2019 mailboxes.

## If you just have Exchange 2019 mailboxes on your domain

Host Name	Points to
autodiscover	autodiscover.exchange2019.livemail.co.uk

Here's an example:

### DNS CNAME Record

Host Name  
Required

.ralphsoffice.co.uk

Points To  
Required

## If you have Exchange 2013 and Exchange 2019 mailboxes on your domain

Host Name	Points to
autodiscover	autodiscover.exchange2019.livemail.co.uk

Here's an example:

### DNS CNAME Record

Host Name  
Required

.ralphsoffice.co.uk

Points To  
Required

## If you have Professional and Exchange 2013 / Exchange 2019 mailboxes on your domain

If you have Professional mailboxes on your domain, the autodiscover record you need to use will depend on which server your Professional mailboxes are hosted on. In order to find this information, follow our guide on [Finding your mailbox details](#). All of your professional mailboxes on your domain will use the same Exchange server, so you only need to check one mailbox.

- If your Exchange server name is CAS.EMAIL.LOCAL use:

Host Name	Points to
autodiscover	autodiscover.livemail.co.uk

- If your Exchange server name is CAS2.EMAIL.LOCAL use:

Host Name	Points to
-----------	-----------

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autodiscover	autodiscover2.livemail.co.uk
--------------	------------------------------

- If your Exchange server name is CAS3.EMAIL.LOCAL use:

Host Name	Points to
autodiscover	autodiscover3.livemail.co.uk

- If your Exchange server name is CAS4.EMAIL.LOCAL use:

Host Name	Points to
autodiscover	autodiscover4.livemail.co.uk

Here's an example if your Professional mailbox was on CAS3.EMAIL.LOCAL:

### DNS CNAME Record

Host Name  
Required

.ralphsoffice.co.uk

Points To  
Required



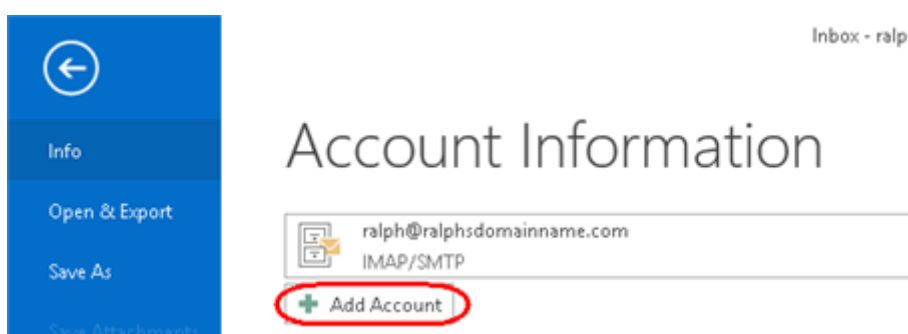
# Setting up Outlook 2019 using Autodiscover

Within Outlook 2019, you are no longer able to manually configure an Exchange account. Autodiscover records are required on your domain for the connection to be successfully configured. This record is created by default if you are using our nameservers, but can be added manually if your domain's DNS records are being administered elsewhere.

Outlook 2019 supports multiple email profiles, but each profile is only able to support one Exchange or Professional mailbox. If you are already using Outlook with an Exchange or Professional, you will need to create a new email profile.

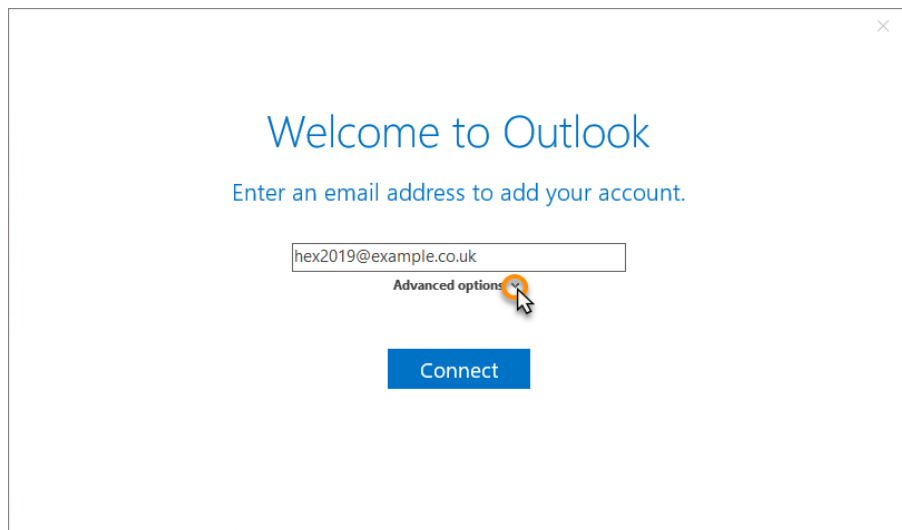
## Step 1

Open Outlook 2019. If this is the first time you have used Outlook 2019 you will see the new account wizard. If you already have an account set up you should click **File**, then **Add account** to open this wizard.



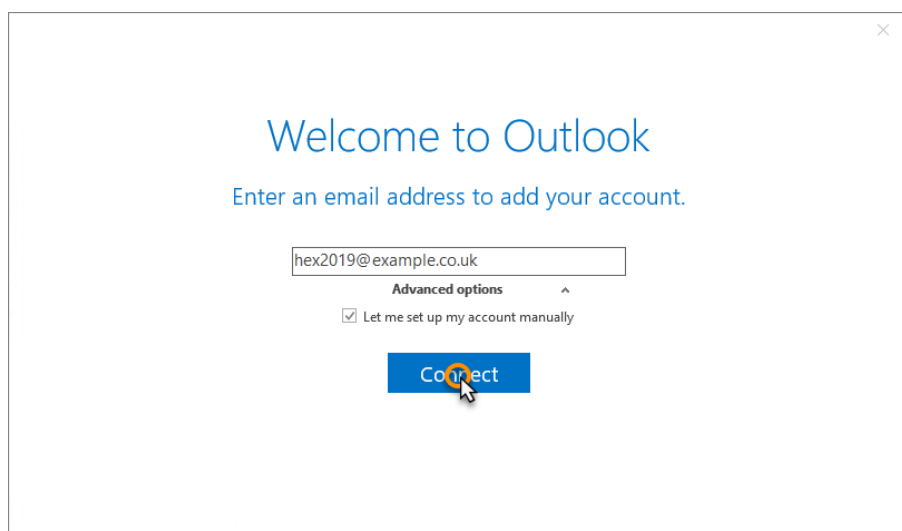
## Step 2

Enter your email address and click **Advanced options**.



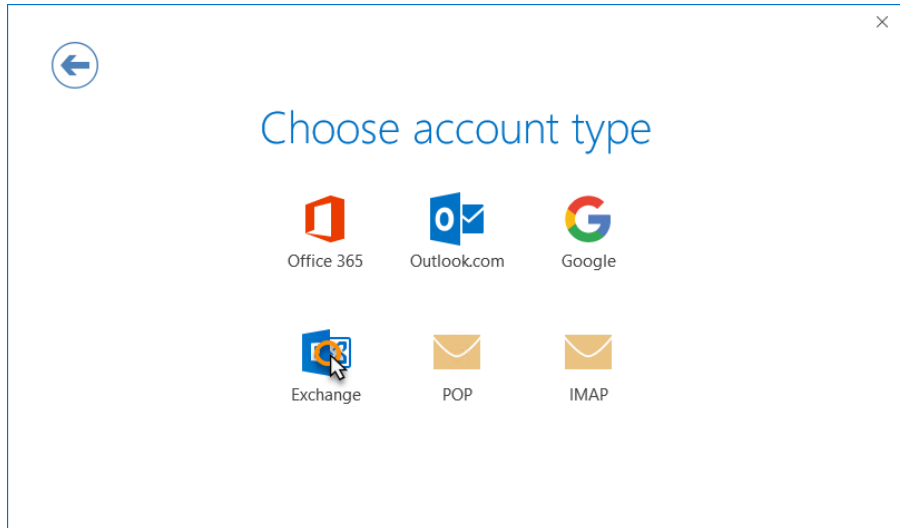
## Step 3

Check the box for the option *Let me set up my account manually* and then click **Connect**.



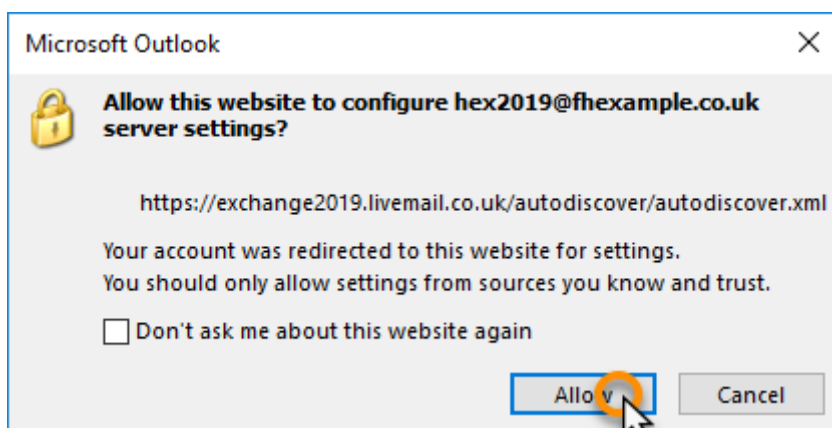
## Step 4

In the *Choose account type* window, select **Exchange**.



## Step 5

Your computer will attempt to connect to our Exchange servers. This may take a couple of minutes to complete. You may be prompted to authorise Autodiscover to set up Outlook on your behalf. Click **Allow**.



## Step 6

You will be prompted to enter your password at this stage, enter your password and click OK. Your mailbox will now be set up and ready for use. Click OK to complete the setup process.

## Finished

You may be informed that Outlook will need to restart for the changes to take effect. Click **OK**.

# Setting up Outlook 2016 using Autodiscover

Within Outlook 2016, you are no longer able to manually configure an Exchange account. Autodiscover records are required on your domain for the connection to be successfully configured. This record is created by default if you are using our nameservers, but can be added manually if your domain's DNS records are being administered elsewhere.

Outlook 2016 supports multiple email profiles, but each profile is only able to support one Exchange or Professional mailbox. If you are already using Outlook with an Exchange or Professional, you will need to create a new email profile.

## Step 1

Open Outlook 2016. If this is the first time you have used Outlook 2016 click **Next** and **Next** again to start the new account wizard. If you already have an account set up you should click **File**, then **Add account** to open this wizard.



## Step 2

In the text boxes provided enter the following details:

- **Your Name:** This is the name that other people will see when you email them.
- **E-mail Address:** This is the name of the Exchange 2019 mailbox that you have just created, for example ralph@ralphsdomainname.com.
- **Password:** This is the password you chose when you created your new mailbox.
- **Retype Password:** Re-enter the password you chose when creating your mailbox.

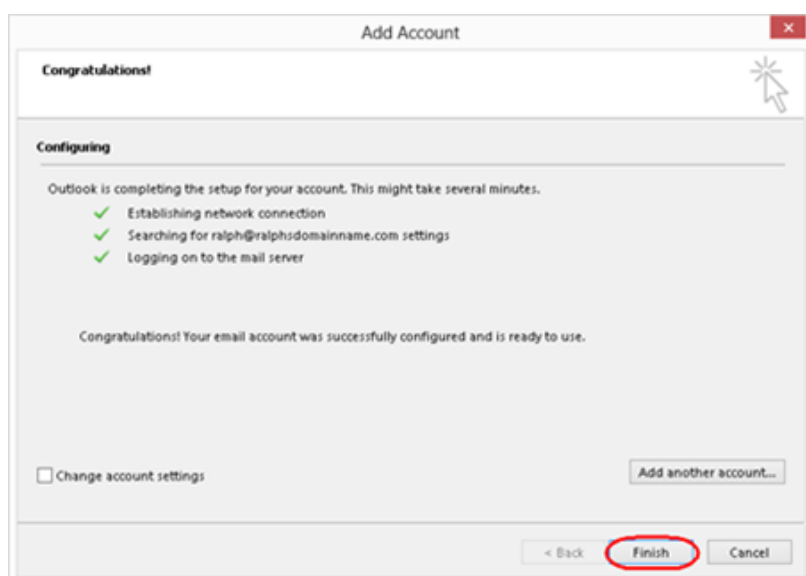
The screenshot shows the 'Add Account' dialog box in Outlook. The dialog is titled 'Add Account' and has a close button (X) in the top right corner. Below the title bar, it says 'Auto Account Setup' and 'Outlook can automatically configure many email accounts.' There is a help icon (a star with a mouse cursor) on the right. The main area has two radio buttons: 'E-mail Account' (which is selected) and 'Manual setup or additional server types'. Under 'E-mail Account', there are four text input fields: 'Your Name' (containing 'Ralph Smith', with 'Example: Ellen Adams' below it), 'E-mail Address' (containing 'ralph@ralphsdomainname.com', with 'Example: ellen@contoso.com' below it), 'Password' (containing '\*\*\*\*\*'), and 'Retype Password' (containing '\*\*\*\*\*'). Below the 'Retype Password' field is the text 'Type the password your internet service provider has given you.' At the bottom of the dialog are three buttons: '< Back', 'Next >', and 'Cancel'.

Once you have entered these details click **Next**.

## Step 3

You will be prompted to re-enter the password for your new mailbox. Once done click **OK**. Outlook will now set up your new Exchange 2019 mailbox on your computer. This may take a couple of minutes to complete.

Once complete, click **Finish** to close the wizard and start using your new mailbox.



## Finished

You may be informed that Outlook will need to restart for the changes to take effect. Click **OK**.

# Setting up Outlook 2019 for Mac using Autodiscover

## Step 1

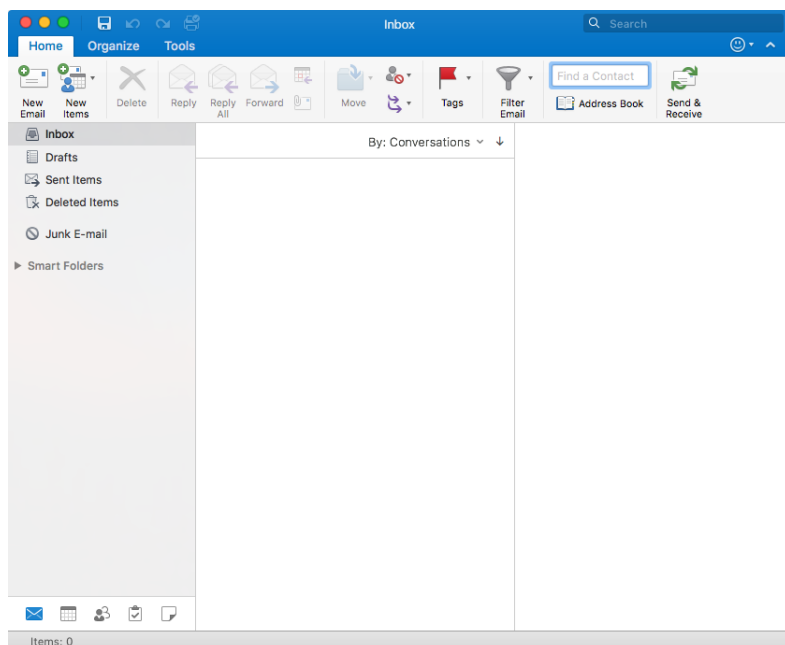
Open Outlook 2019 on your Mac

## Step 2

If you are setting up your first mailbox, you'll be prompted to enter the email address you want to setup - skip to step 7 of this guide

## Step 3

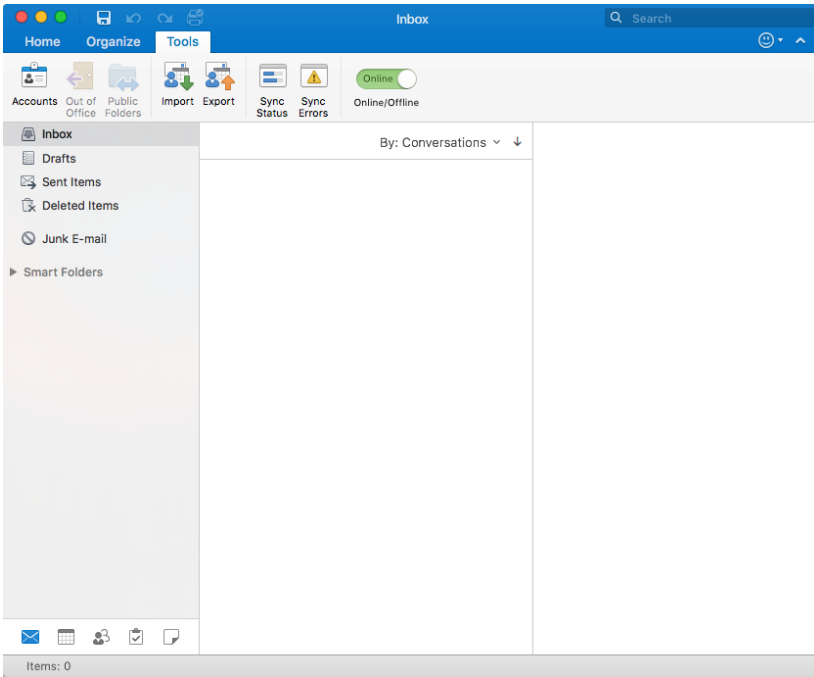
Outlook 2019 will now load.





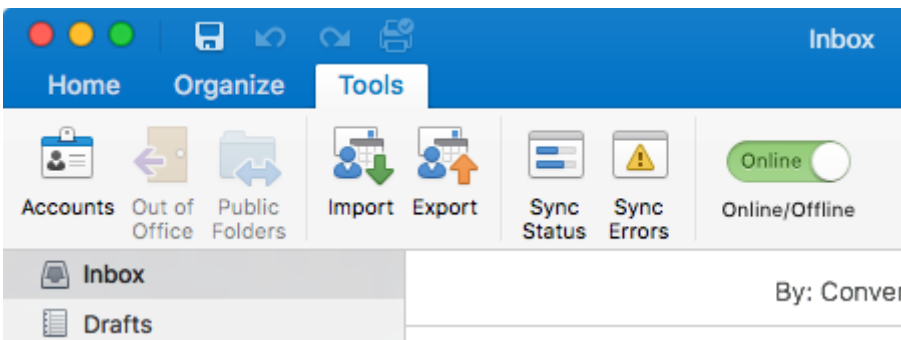
## Step 4

### Select Tools



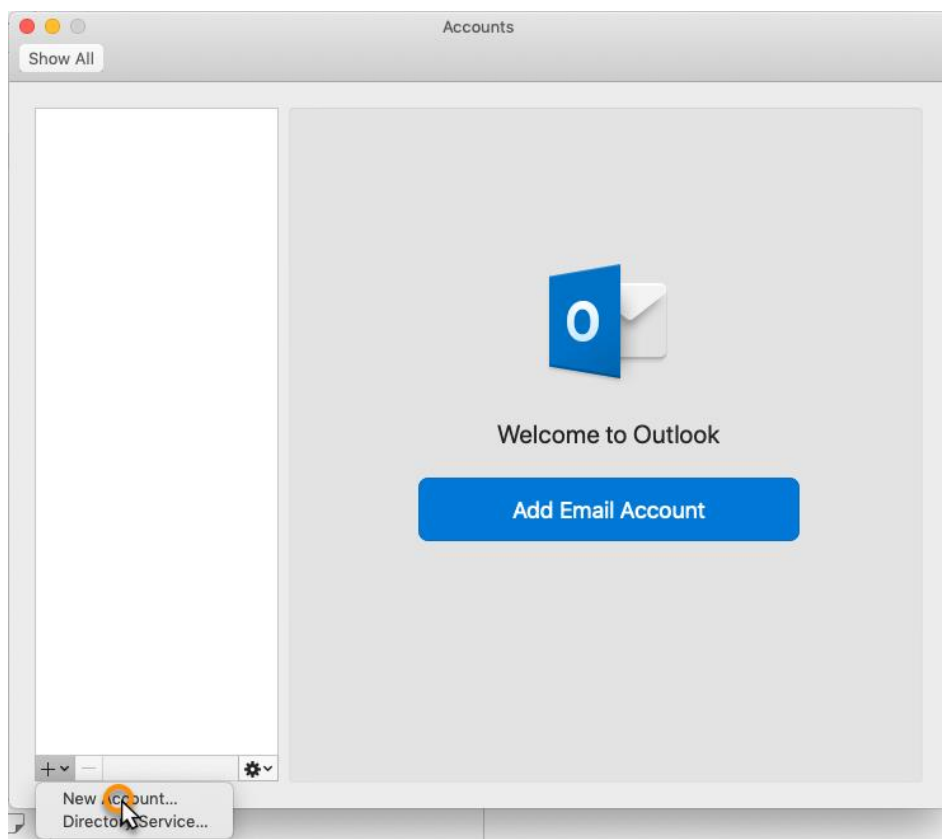
## Step 5

### Select Accounts



## Step 6

Expand the *add account* menu and select **New Account**.



## Step 7

Enter your email address and click **Continue**.

Please enter your email address

Email

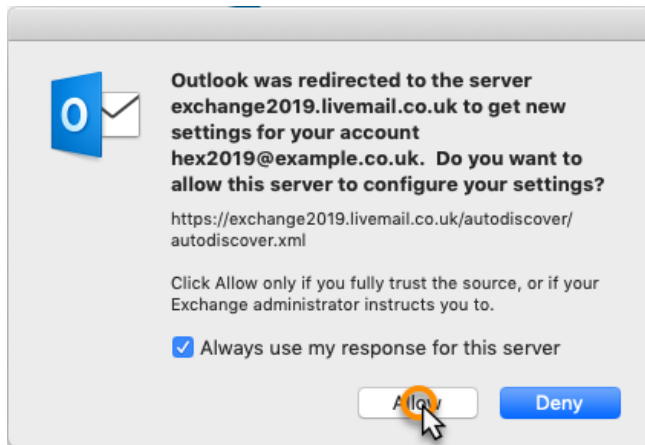
hex2019@example.co.uk



## Step 8

Outlook 2019 will now begin connecting to our Exchange servers and obtain the settings needed to complete the setup of your mailbox.

You may encounter a couple of warning messages as it does so, these are perfectly normal. Check the box *Always use my response for this server* if you want to prevent macOS asking you for permission every time you open your mailbox.



## Step 9

Enter your mailbox details

1. **Method:** Username and Password.
2. **E-mail address:** Enter the email address of the mailbox you are setting up.
3. **DOMAIN\Username or email:** Re-enter the email address of the mailbox you are setting up.
4. **Password:** Enter the mailbox password.
5. **Server (optional):** Leave this field blank.

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Once you have entered the required information, click **Add Account**.



Method

Username and Password



Email Address

hex2019@example.co.uk

DOMAIN\username or Email

hex2019@example.co.uk

Password

●●●●●●●●

Show Password

Server (optional)

Add Account

## Finished

Your mailbox is now set up. Click **Done** to return to Outlook.



hex2019@example.co.uk  
has been added

Did you know?

Outlook supports Google, Yahoo!, and iCloud accounts.

Add Another Account

Done

# Setting up Outlook 2016 for Mac using Autodiscover

## Step 1

Open Outlook 2016 and select **Accounts** from the **Tools** menu.

## Step 2

Select Exchange or Office 365

## Step 3

In the text boxes provided enter the following details:

- **E-mail Address:** This is the name of the Exchange 2019 mailbox that you have just created, for example: *ralph@ralphsdomainname.com*.
- **Method:** User Name and Password
- **Password:** This is the password you chose when you created your new mailbox.
- **Configure Automatically:** Yes

The screenshot shows a dialog box titled "Enter your Exchange account information." with the following fields and options:

- E-mail address:** A text input field containing "ralph@ralphsdomainname.com".
- Authentication:** A section header.
- Method:** A dropdown menu showing "User Name and Password".
- User name:** A text input field containing "ralph@ralphsdomainname.com".
- Password:** A text input field with masked characters (dots).
- Configure automatically:** A checked checkbox.
- Buttons:** "Cancel" and "Add Account".

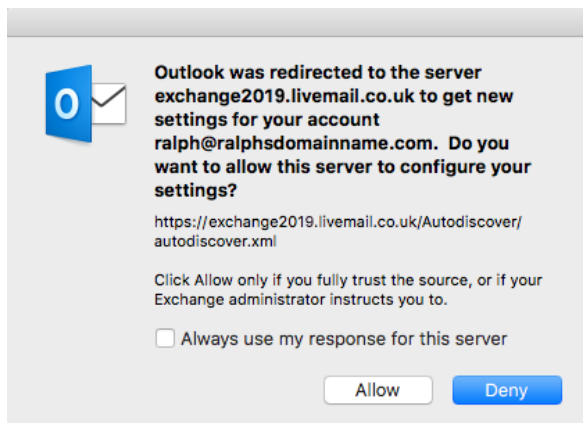
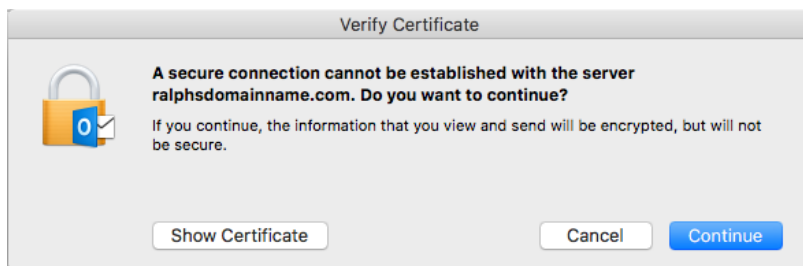
## Step 4

Click **Add Account**.

## Step 5

Outlook 2016 will now begin connecting to our Exchange servers and obtain the settings needed to complete the setup of your mailbox.

You may encounter a couple of warning messages as it does so, these are perfectly normal, click **Allow** or **Continue** on these warnings.



## Finished

Your mailbox will now be setup